

BEFORE THE
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA
DOCKET NO. 2007-____-C

| | | |
|------------------------------------|---|--|
| In Re: Joint Application of |) | JOINT APPLICATION |
| BellSouth Telecommunications, Inc. |) | OF BELL SOUTH |
| d/b/a AT&T South Carolina and |) | TELECOMMUNICATIONS, INC. |
| AT&T Communications of the |) | D/B/A AT&T SOUTH CAROLINA AND |
| Southern States, LLC for Approvals |) | AT&T COMMUNICATIONS OF THE |
| And Waivers For Proposed |) | SOUTHERN STATES, LLC FOR |
| Migration of Residential Local |) | APPROVAL PURSUANT TO |
| Exchange Service Customers in |) | SECTIONS 58-9-300 AND 58-9-310; |
| South Carolina |) | WAIVER OF SLAMMING AND |
| |) | CRAMMING REQUIREMENTS; AND |
| |) | APPROVAL TO REMOVE LOCAL |
| |) | CARRIER FREEZES OF MIGRATED |
| |) | CUSTOMERS |

As a result of AT&T Inc.'s recent acquisition of BellSouth Corporation, two separate but affiliated AT&T companies – AT&T Communications of the Southern States, LLC (“AT&T Communications”) and BellSouth Telecommunications, Inc. d/b/a AT&T South Carolina (“AT&T South Carolina”) – currently provide residential local exchange services in South Carolina. The AT&T family of companies would like to consolidate their residential local exchange service offerings by having AT&T Communications cease providing residential local exchange service in South Carolina and by offering all residential local exchange services in the State through AT&T South Carolina.¹ This consolidation, which will be implemented in all nine of the states in the

¹ Because AT&T Communications intends to continue providing local exchange and interexchange services to its other customers in South Carolina for now, it is not seeking to relinquish its certification to provide local exchange services at this time.

former BellSouth operating territory, will benefit customers by streamlining AT&T's residential local exchange portfolio, simplifying customer offers, and reducing customer confusion. Further, the consolidation into a single operational platform will allow the post-merger AT&T to better provision and serve South Carolina customers.

AT&T Communications and AT&T South Carolina have carefully developed a proposed plan for accomplishing this consolidation in a manner that protects AT&T Communications' existing customers and that is in the public interest. The remainder of this Joint Application:

- I. Discusses AT&T Communications' provision of local exchange services in South Carolina;
- II. Explains the Joint Applicants'² proposed plan for AT&T Communications to cease providing residential local exchange service in South Carolina by the end of December 2007³ while ensuring uninterrupted residential local exchange service for those customers who may not choose another local exchange provider; and
- III. Seeks approvals from the Public Service Commission of South Carolina ("the Commission") that are necessary at this time for the Joint Applicants to implement their proposed plan.

Implementation of the proposed plan described herein is dependent on the timely and successful coordination of many tasks across multiple jurisdictions, including filings with state Commissions and the Federal Communications Commission ("FCC"), notification of affected customers, and operation processes to handle migration of customers. The Joint Applicants, therefore, need to begin implementing the proposed plan as quickly as

² As used in this Joint Application, "Joint Applicants" refers to AT&T Communications and AT&T South Carolina.

³ As explained below, beginning in early November 2007, AT&T Communications proposes to begin migrating its remaining customers who have not chosen another local exchange service provider to AT&T South Carolina. Joint Applicants anticipate concluding this migration process by the end of December 2007.

possible. Accordingly, the Joint Applicants respectfully request that the Commission consider and approve this Joint Application on an expedited basis.⁴

I. AT&T COMMUNICATIONS' PROVISION OF LOCAL EXCHANGE SERVICES IN SOUTH CAROLINA

In 1996, the Commission amended AT&T Communications' certificate to include authorization to offer local exchange telecommunications services in South Carolina.⁵ AT&T Communications currently provides local exchange telecommunications services to business and residential customers in South Carolina. While AT&T Communications plans to continue providing local exchange service to its other customers for now, it intends to cease providing local exchange service to residential customers beginning in early November 2007. Currently, AT&T Communications provides local bundled calling plans, as well as ancillary services and calling features, to approximately 7,000 residential customers in South Carolina. AT&T Communications provides all such local exchange service through a commercial agreement with BellSouth Telecommunications, Inc. (d/b/a AT&T Southeast).⁶

⁴ This Joint Application is supported by the Verified Joint Direct Testimony of Laura A. Reid and Rebecca Yung-Eng that was filed with the Commission concurrently with this Joint Application.

⁵ See Order Approving Amendment of Certificate to Provide Local Service, In Re: Application of AT&T Communications of the Southern States, Inc. for Amendment of its Certificate of Public Convenience and Necessity to Authorize the Company to Offer and Provide Telecommunications Service, including Local Exchange Services, throughout South Carolina, Order No. 96-494 in Docket No. 96-073-C (August 7, 1996). AT&T Communications also offers interstate and intrastate interexchange services in South Carolina. Neither the Joint Applicants' proposed plan nor this Joint Application impacts the interstate and intrastate interexchange services AT&T Communications offers in South Carolina.

⁶ AT&T Communications provides no facilities-based residential local exchange service in South Carolina.

II. JOINT APPLICANTS' PROPOSED TRANSITION PLAN

In order to protect AT&T Communications' existing customers and further the public interest during the transition described above, the Joint Applicants have developed a customer migration plan whereby, beginning in early November 2007 and ending by the end of December 2007, AT&T Communications' current residential local exchange customers in South Carolina who have not chosen a different provider will be migrated to the local exchange service network, billing, and operational platforms of AT&T South Carolina. As explained below, the Joint Applicants' proposed plan ensures: clear and concise advance written notifications to AT&T Communications' residential local exchange customers; an orderly transition with few, if any, service disruptions; the opportunity for AT&T Communications' residential end-user customers to choose local exchange service from any available local exchange service provider prior to being migrated to AT&T South Carolina's platform; and toll-free communications channels for affected customers to contact AT&T Communications, AT&T South Carolina, or both companies for information. Additionally, Joint Applicants have established an internal management team of seasoned telecommunications professionals to coordinate, manage, monitor, troubleshoot, and track the progress of the proposed plan throughout its various stages, events, and milestones.

A. Overview of Joint Applicants' Proposed Plan

Exhibit 1 to this Joint Application is a representative sample of a letter AT&T Communications proposes to provide each of its residential local exchange customers in South Carolina at least thirty days' before the date in early November 2007 that the Joint Applicants propose to begin migrating AT&T Communications' residential local

exchange customers in South Carolina who have not chosen a different provider to AT&T South Carolina.⁷ This letter informs AT&T Communications' residential local exchange service customers that AT&T Communications will discontinue service beginning in early November 2007,⁸ and it notifies these customers of their right to choose any local exchange service provider they want prior to that date.⁹ To ensure continued service for any residential customers who do not choose a new local exchange service provider by that date, AT&T Communications has arranged for AT&T South Carolina to become the local exchange service provider for such customers. That is, AT&T Communications' residential local exchange customers who have not chosen another local exchange provider by early November 2007 automatically will be migrated to AT&T South Carolina's local exchange service platform after that date. Joint Applicants anticipate that this migration process will be completed by the end of December, 2007. As explained in more detail below, the Joint Applicants' proposed plan ensures that these customers are mass migrated to AT&T South Carolina without

⁷ AT&T Communications proposes to begin mailing this letter to its residential local exchange customers in late September, 2007. There will actually be several versions of this letter depending on which AT&T Communications long distance plan a customer has chosen and whether a customer subscribes to voice mail. Except for these variations, the letters are the same.

⁸ Currently, Joint Applicants anticipate that this date will be November 12, 2007.

⁹ AT&T Communications intends to grandfather all of its existing residential local exchange offerings in South Carolina prior to providing this notice. This will allow its then-existing residential local exchange customers to retain their services until they either choose a new carrier or are migrated to AT&T South Carolina pursuant to the proposed plan. At the same time, this will prevent the confusion and administrative issues that could arise if new customers were able to establish service with AT&T Communications shortly before they would be required either to choose a new carrier or be migrated to AT&T South Carolina. AT&T Communications is working diligently to implement the processes required to support this grandfathering, and AT&T Communications anticipates making appropriate filings with the Commission to implement this grandfathering in August 2007.

incurring service charges, loss of dial tone or emergency services, change charges, or termination fees as a result of the migration.

B. Customer Notification and Customer Options

While the AT&T family of companies hopes that each of AT&T Communications' residential local exchange customers will choose to receive local exchange service from AT&T South Carolina, they acknowledge that each of these customers has a right to choose his or her own local exchange service provider. The AT&T family of companies will respect that right throughout the proposed transition plan. AT&T Communications' proposed letter, therefore, notifies customers of the pending discontinuance of service and provides the following options:

1. An AT&T Communications residential customer can call AT&T South Carolina prior to the early November date when the migration described above will begin in order to change their local exchange service to any AT&T South Carolina plan of their choosing. There will be no cost associated with a residential customer's changing his or her local service provider to AT&T South Carolina. The proposed letter also includes information concerning AT&T South Carolina's residential local exchange services, rates, terms and conditions.
2. An AT&T Communications residential customer can select another local exchange service provider. Customers will specifically be notified that they need to make this selection prior to the early November date when the migration described above will begin to avoid being automatically migrated to AT&T South Carolina.
3. An AT&T Communications residential customer can do nothing prior to the early November date when the migration described above will begin and automatically be migrated to AT&T South Carolina's local exchange service.

As explained below, residential customers who do nothing and, therefore, are migrated will pay the same amount or less to AT&T South Carolina as they currently pay AT&T

Communications for at least the same (and in some cases more) services and features as they currently receive from AT&T Communications.

C. Migration of Customers Who Have Not Acted by Early November 2007.

While AT&T Communications anticipates that most of its residential customers will select AT&T South Carolina or another local exchange service provider prior to the early November 2007 date referenced above, some such customers likely will not have changed service providers by that date.¹⁰ AT&T Communications, therefore, proposes to migrate its residential local exchange customers who have not chosen another provider prior to that early November 2007 date to its affiliate, AT&T South Carolina. As an incumbent local exchange carrier,¹¹ AT&T South Carolina has provided local exchange telecommunications services throughout its service territory in South Carolina for decades. AT&T South Carolina possesses technical, financial, and managerial resources sufficient to provide local exchange service to AT&T Communications' customers, and it is in compliance with the provisions of S.C. Code Ann. §58-9-280(B)(1)-(5).

Joint Applicants anticipate that this migration process will be completed by the end of December 2007. Upon migration to AT&T South Carolina, these residential customers will be given an AT&T South Carolina local exchange service plan that is most comparable to the customers' current local exchange service plans with AT&T Communications. After this migration is complete, these customers may select any alternative service plans offered by AT&T South Carolina.

¹⁰ As noted above, AT&T Communications currently serves a total of approximately 7,000 residential local exchange customers in South Carolina.

¹¹ See S.C. Code Ann. §58-9-10(11).

In many cases, these migrated residential customers will pay less for the AT&T South Carolina local exchange service plan to which they will be migrated than they currently pay AT&T Communications for their local exchange service. In those cases where such a customer would pay more under the AT&T South Carolina plan, AT&T South Carolina will arrange for special credits sufficient to offset the price difference.¹² In no case, therefore, will a migrated customer see an increase in his or her monthly bill as a result of this migration. Additionally, residential customers who are migrated to AT&T South Carolina will not incur service charges, loss of dial tone or emergency services, change charges, or termination fees as a result of the migration.

D. Withdrawal of AT&T Communications' Local Tariffs

After completion of the residential customer migration, AT&T Communications will file appropriate tariff revisions to remove its residential local exchange service offerings in South Carolina.

III. REQUESTS FOR COMMISSION APPROVALS THAT ARE NECESSARY AT THIS TIME FOR JOINT APPLICANTS TO BEGIN IMPLEMENTING THE PROPOSED PLAN.

As noted above, implementation of the proposed plan described above is dependent on the timely and successful coordination of many tasks across multiple jurisdictions. While some of these tasks (such as the grandfathering of AT&T Communications' residential local exchange service tariffs and any filings necessary for the special credits discussed in footnote 12) will not take place immediately, the Joint Applicants respectfully request that the Commission expeditiously grant the following

¹² If the Commission approves this Joint Application, AT&T South Carolina will ensure that any filings that are necessary for such special credits are timely presented to the Commission. The dollar amount of these special credits will continue to apply until the migrated customer transfers or changes the plan.

approvals so the Joint Applicants can carry out the necessary tasks with the assurance that their proposed plan is satisfactory to the Commission.

A. Approval Pursuant to 58-9-300.

Section 58-9-300 of the South Carolina Code provides, in pertinent part, that “no telephone utility shall abandon all or any portion of its service to the public . . . unless written application is first made to the commission for the issuance of a certificate authorizing such abandonment, nor until the commission in its discretion issues such certificate.” To the extent that AT&T Communications’ planned discontinuation of residential local exchange service constitutes an abandonment of a portion of its service to the public, the Joint Applicants respectfully request approval from the Commission for AT&T Communications to do so in accordance with the proposed plan described above.

B. Approval Pursuant to 58-3-310.

Section 58-9-310 of the South Carolina Code provides, in pertinent part, that “[n]o telephone utility, without the approval of the Commission . . . may sell, transfer, lease, consolidate, or merge its property, powers, franchises, or privileges or any of them” To the extent that the proposed migration of AT&T Communications’ residential local exchange service customers to AT&T South Carolina is subject to this statute, the Joint Applicants respectfully request approval from the Commission to implement the proposed migration in accordance with the proposed plan described above.

C. Slamming Waivers.

“Slamming” occurs when a company changes a subscriber's carrier selection without that subscriber's knowledge or explicit authorization.¹³ Section 58-3-230 of the South Carolina Code addresses slamming, and it provides in pertinent part that a telephone utility “may not submit a change request for a customer’s utility service until the customer’s authorization for the change is obtained by using marketing or anti-slamming guidelines approved by the [FCC] and [this Commission].” The FCC’s rules, in turn, allow AT&T South Carolina to “acquire, through a sale or transfer, either part or all of [AT&T Communications’] subscriber base without obtaining each subscriber’s authorization and verification . . . provided that [AT&T South Carolina] complies with the following streamlined procedures.”¹⁴ Exhibit 2 to this Joint Application is a copy of the FCC’s Rule that sets forth these streamlined procedures. Joint Applicants warrant to the Commission that they will comply with the procedures set forth in 47 C.F.R. §64.1120(e) by way of the filing of a Notice with the FCC that is substantially similar to Exhibit 3 to this Joint Application, which is a copy of the Notice AT&T Inc. filed with the FCC in conjunction with substantially similar customer migrations in Wisconsin, Michigan, and Ohio in conjunction with the merger of AT&T Corp. and SBC Communications Inc.

¹³ See Second Report and Order and Further Notice of Proposed Rulemaking, In the Matter of Implementation of the Subscriber Carrier Selection Changes Provisions of the Telecommunications Act of 1996, 14 F.C.C.R. 1508 at ¶1 (December 23, 1998).

¹⁴ See 47 C.F.R. §64.1120(e).

Joint Applicants are not aware of any Commission-approved “marketing or anti-slamming guidelines” that apply to this situation.¹⁵ In prior proceedings, however, the Commission has approved similar customer migrations that are governed by the FCC rules described above, and upon request it has waived any “slamming” regulations that arguably would be violated by such migrations.¹⁶ Joint Applicants, therefore, respectfully request that the Commission waive any “slamming” regulations that arguably would be violated by the migration of residential local exchange customers from AT&T

¹⁵ The Commission has adopted marketing guidelines that apply to interexchange carriers and that prohibit certain misleading marketing practices, *see* Order Addressing Marketing Practices and Marketing Guidelines, *In Re: Proceeding Addressing Marketing Guidelines for Telecommunications Companies*, Order No. 95-658 in Docket No. 94-559-C (March 10, 1995), but those guidelines do not apply to the residential local exchange service migration that is the subject of this docket.

¹⁶ *See, e.g.*, Order Approving Transfer, *In Re: Petition of Verizon Communications, Inc. to Approve Transfer of Customers Between Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance and Verizon Select Services, Inc.*, Order No. 2001-508 in Docket No. 2001-191-C (May 29, 2001); Order Granting Expedited Review and Approving Merger, *In Re: Application of MCI, Inc. for Approval of a Merger of SouthernNet of South Carolina, Inc., SouthernNet Service, Inc. and MCI WorldCom Network Services, Inc. and Related Intra-Corporate Transactions undertaken to Streamline MCI, Inc.’s Corporate Structure*, Order No. 2004-647 in Docket No. 2004-319-C (December 30, 2004); Order Approving Transfer and Waiving Regulations, *In Re: Joint Application of Matrix Telecom, Inc. and Global Crossing Telecommunications, Inc., Global Crossing Local Services, Inc. and Global Crossing Telemanagement, Inc. for Expedited Approval of a Transfer of Certain Assets and a Waiver of Applicable Anti-Slamming Regulations*, Order No. 2005-496 in Docket No. 2005-75-C (September 27, 2005); Order Granting Certificate, Approving Modified Alternative Regulation and Flexible Regulation, and Approving Acquisition of Assts, *In Re: Application of Comtel Telecom Assets LP DBA VarTec Telecom, Clear Choice Communications, Excel Telecommunications and VarTec Solutions for a Certificate of Public Convenience and Necessity to Provide Interexchange and Local Exchange Telecommunications Services, for Flexible Regulatory Treatment, Alternative Regulation, and for Approval to Acquire Certain Assets of VarTec Telecom, Inc., Excel Telecommunications, Inc. and VarTec Solutions, Inc.*, Order No. 2006-107 in Docket No. 2005-342-C (February 15, 2006).

Communications to AT&T South Carolina pursuant to the proposed plan described above.¹⁷

Such a limited waiver is in the public interest and is necessary to ensure that AT&T Communications' residential customers who do not choose another local exchange service provider by early November 2007 do not experience any interruption or disruption of local exchange service when AT&T Communications stops providing residential local exchange service. Such customers will continue to receive quality local exchange services from AT&T South Carolina without interruption and at the same or better rates than they paid AT&T Communications. All affected customers will be provided advance notice of the transfer, as well as information from AT&T South Carolina regarding services, rates and customer service. Further, such customers will be advised of their right to choose any AT&T South Carolina plan of their choosing and of their right to choose an alternate service provider. Finally, the transfer will have no effect on the ability of residential local exchange customers to switch to another carrier after the migration is completed.

D. Cramming Waivers.

AT&T Communications is not aware of any South Carolina statutes, rules, or Orders that expressly address cramming, which is the submission or inclusion of unauthorized, misleading, or deceptive charges for products or services on subscribers'

¹⁷ Joint Applicants expect many of AT&T Communications' local exchange customers wishing to change their local service to AT&T South Carolina will call AT&T South Carolina to effect the service provider change prior to the early November 2007 date that AT&T Communications proposes to cease providing residential local exchange service in South Carolina. Joint Petitioners are not seeking a waiver of any slamming requirements that would apply in these situations.

telephone bills.¹⁸ However, because AT&T Communications and AT&T South Carolina do not offer identical calling features, services, or rate plans, it will be necessary in the proposed migration process to transfer AT&T Communications customers to the AT&T South Carolina local exchange service plan that is most comparable to the customer's local exchange service plan with AT&T Communications. It is possible, therefore, that after migration, some customers may receive or have access to certain AT&T South Carolina features or functionalities they did not receive (or could not access) while they were customers of AT&T Communications.¹⁹ For all of the reasons set forth above in support of their request for a waiver of slamming regulations, therefore, Joint Applicants request that the Commission waive any "cramming" regulations that arguably would be violated by the migration of customers from AT&T Communications to AT&T South Carolina pursuant to the proposed plan described above.

E. Approval to Remove Local Carrier Freezes from Accounts of Migrated Customers

Upon request of its customer, AT&T Communications will remove any local carrier freeze from that customer's account. If an AT&T Communications residential customer who has not chosen a different local exchange service provider by early November 2007 has requested a local carrier freeze on his or her account, however, that local carrier freeze must be removed in order for AT&T South Carolina to begin

¹⁸ See Second Report and Order, Declaratory Ruling, and Second Further Notice of Proposed Rulemaking, *In the Matter of Truth-In-Billing and Billing Format*, 20 F.C.C.R. 6448 at ¶54 n.163 (March 18, 2005).

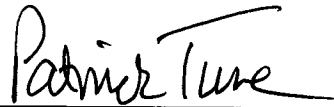
¹⁹ As noted above, in many cases, these customers will pay less for the AT&T South Carolina service to which they will be migrated than they pay for their current service with AT&T Communications. In those cases where the customer's charges would be higher under the AT&T South Carolina plan, AT&T South Carolina will arrange for special credits to offset the price difference.

providing local exchange service to that customer under the proposed plan. Accordingly, for the same reasons that Joint Applicants have requested a waiver of slamming and cramming regulations, Joint Applicants respectfully seek Commission approval to remove any local carrier freezes from the accounts of any customers that are migrated from AT&T Communications to AT&T South Carolina pursuant to the Joint Applicant's proposed plan.

CONCLUSION

For the reasons set forth above, the Joint Applicants respectfully request that the Commission grant all approvals and waivers requested herein as expeditiously as possible.

Respectfully submitted on this 24th day of May, 2007.



Patrick W. Turner
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Columbia, South Carolina 29201
(803) 401-2900

ATTORNEY REPRESENTING AT&T
SOUTH CAROLINA AND AT&T
COMMUNICATIONS

[Date]

[Customer name]
[Address 1]
[Address 2]
[City], [State] [ZIP + 4]
[Bar code]

Important changes to your AT&T Services

Dear [Customer Name],

We want to update you on some important and positive changes to your AT&T services which may require you to take some action. As you may know, in December 2006, AT&T and BellSouth joined together to form the new AT&T. BellSouth is now doing business as AT&T South Carolina. In an effort to provide you with even better and more exciting products, services, and offers, we are integrating the best of our combined services.

What's Changing?

As a result of this integration, your residential local service, which is currently provided by AT&T Communications of the Southern States, LLC, will now be provided by AT&T South Carolina—one of the AT&T family of companies.

* ***Unless you choose a different local service provider, your residential AT&T Local Service will be automatically transferred to AT&T South Carolina during a transition period from November 12 through December 28, 2007.*** Your current service plan will be switched to an AT&T South Carolina service plan that is comparable to your current telephone service plan (as shown on the enclosed list). Your new AT&T South Carolina service plan may include features or services not included in your current plan. Regardless, the monthly recurring charges for your new plan will be equal to or less than what you pay now. Where your monthly telephone service charges would be higher, you will receive a special credit so that you do not see an increase over what you pay now for your total combination or bundle of voice services. If a local service credit is provided, you will continue to receive the local credit until you transfer or change your local service plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T South Carolina. *We also want to assure you that there will be no interruption in your service.*

* ***You can also choose a different local service plan.*** If you would like to select a different plan, simply call us at 1-866-412-4977 within 30 days of the date of this letter, and our Customer Care representatives will be happy to review your current services and help you choose a new plan for your needs. For your reference, we have enclosed a summary of current plans and a sample of options available with the new AT&T, along with applicable rates and terms. We also invite you to visit our website at att.com to view available products and services in your area.

You are a valued customer and we sincerely hope you will remain with the AT&T family, but if you do not wish to have your local service changed to AT&T South Carolina, you may choose another local telephone service provider. If you wish to select another provider, you should contact that carrier for information on their services and charges, including any charges associated with moving to their service. A listing of available local service providers is found in the Customer Guide Section of your AT&T Directory. **If you want to select another service provider, you should make that selection within 30 days of the date of this letter**, to avoid automatic transfer of your account to AT&T South Carolina.

Note: If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan, unless you requested it. Not doing so may result in a change in the rates applied to your long distance calls.

AT&T Long Distance Customers

As an AT&T South Carolina local customer who retains AT&T Long Distance service, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T South Carolina. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T South Carolina as your local provider.

Comment [LU1]: Variable paragraph appearing for LD customers only. See other variable LD language—pp 3.

Changes to your Voice Mail

Your previous Voice Mail service will be discontinued and you will be provided a new Voice Mail service at no additional cost when you are automatically transferred to AT&T South Carolina. If you wish, you may call AT&T South Carolina prior to the transition period to discuss other voice mail products available to you. Please note that with the new service, you will have to reset your password and greetings. You will receive detailed instructions on how to use your new mailbox in a separate mailing. You can also find instructions on setting up and using your new mailbox at att.com/info or you can access your mailbox by dialing *98 from your home phone for further information. Also, **any saved messages currently stored on your current mail platform cannot be transferred to the new platform.** We recommend that you make audio recordings of any important messages you might have and wish to keep for future reference. You can also access your saved messages via <http://vm.att.com> and save them to your computer hard drive. **Please take appropriate action before the transition period.**

Comment [LU2]: Variable paragraph that appears only in letters to customers with existing AT&T voice mail service.

Next Steps

The transition period of your local service to AT&T South Carolina is scheduled **from November 12 through December 28, 2007**.

Prior to Your Transition

- If you wish to choose another AT&T local service plan, please call us at **1-866-412-4977 within 30 days of the date of this letter**.
- If you wish to switch to another local service provider, contact that provider **within 30 days of the date of this letter**.
- Take the appropriate action to save any desired messages stored on your current voice mail platform.

After Your Transition

Once your service has been established with AT&T South Carolina, you will receive a **welcome letter** confirming your new service and features, as well as any other products or services you may have ordered. Your welcome kit will also include product or service instructions for applicable AT&T South Carolina services.

Once your service has been established with AT&T South Carolina or another local service provider, you will receive:

- * **a final bill** from AT&T Communications of the Southern States, LLC. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.
- * **a refund of any deposit (if applicable)** If you have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within 45 calendar days after receipt of your final bill.

The transition of your local service to AT&T South Carolina will happen automatically. However, there are some actions which you may need to take after the transition:

| If you have: | You should: |
|---|--|
| Calling features | ➤ Re-program your Call Forwarding, Speed Dial and other features. |
| Frozen or blocked accounts | ➤ Contact AT&T South Carolina toll-free at 1-866-412-4977 if you would like to re-establish a freeze/block for your account after the transfer of your service. (If you currently have a freeze or block on your account to prevent changes to your local or long distance service providers, those freezes or blocks will be removed if your service is transferred to AT&T South Carolina.) |
| Automatic Bill Payment, Online Bill Pay, or Credit Card Bill Payment | <ul style="list-style-type: none"> ➤ Update your banking/bill payment information to reflect your new AT&T South Carolina account information to ensure proper payment credit. (Your new billing account information will be your ten-digit billing telephone number plus a three-digit customer code that will appear on your new AT&T South Carolina bill.) ➤ Re-apply for automatic bill payment through AT&T South Carolina if you signed up for automatic payments with AT&T Communications of the Southern States, LLC. |
| Other services that use your local telephone line (for example, an alarm service) | ➤ Contact the provider(s) of those services to inform them of the change in your local telephone service provider and determine if any actions are necessary. |
| Voice Mail | <ul style="list-style-type: none"> ➤ Go to att.com/info or access your new mailbox by dialing *98 from your home phone to get detailed instructions on how to use your new mailbox. ➤ Reset your password and greetings. |

Comment [LU3]: Variable row appearing only in letters to customers who have existing AT&T voice mail service.

Questions?

If at any time you have any questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new products and services, we invite you to contact AT&T South Carolina toll-free at 1-866-412-4977 (8:00am-7:00pm EST, Monday-Friday; 8:00am-5:00pm EST Saturday). If you have questions regarding your final bill or your existing service, please contact the AT&T Customer Care Center at 1-800-288-2747.

We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of the Southern States, LLC
and AT&T South Carolina

Enclosure

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SC Legacy T Landing Logic Verbiage

AT&T One Rate Advantage

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T South Carolina. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T South Carolina as your local provider. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate USA/ AT&T One Rate Multiline Unlimited

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T South Carolina. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T South Carolina as your local provider. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate State

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited In-State Enhanced plan, which has an \$18.00 monthly recurring charge and provides unlimited in-state calling and 5 cent per minute state-to-state calling, 24 hours per day 7 days a week. We appreciate your business and look forward to continuing to serve you.

AT&T One Rate Local / AT&T One Rate Multiline

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T One Rate 5 Cents Plus Plan, which has a \$7.95 monthly recurring charge and provides long distance calling for 5 cents per minute, 24 hours per day 7 days a week. Importantly, you also will **receive a \$2.00 monthly credit** on your bill once your service has been established with AT&T South Carolina. You will continue to receive the \$2.00 monthly credit as long as you are enrolled in the AT&T One Rate 5 Cents Plus calling plan and have AT&T South Carolina as your local provider. We appreciate your business and look forward to continuing to serve you.

Local with Standalone LD

- **AT&T long distance customers**
As an AT&T South Carolina local customer who retains AT&T long distance, you will see no change to your long distance service. We appreciate your business and look forward to continuing to serve you.

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of South Carolina vary depending on the area in which you live. The Public Service Commission of South Carolina approves the Company's rates for basic line service. These rates are listed in the Company's Tariffs. All rates and charges are subject to change.

Basic Line Service

AT&T South Carolina offers *Flat Rate* line service. Rates are based on the number of telephone lines in a specific serving area and do not include taxes, surcharges, municipal fees or Federal Communications Commission approved line charges. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to a Flat Rate service plan which provides unlimited calling service. For residential customers, the monthly rates for Flat Rate service range from \$12.70 to \$15.40.

Lifeline service is also available to qualified AT&T South Carolina customers. Lifeline service provides monthly assistance for qualifying low income residential households in the form of a \$13.50 credit per month on your local service charges.

Optional Services

In addition to the basic line service, AT&T South Carolina offers optional calling services. Prices for some of the most popular optional calling features are set forth in the table below. These services are also available in cost saving packages. The rates for some packages are also provided on the back of this page. For more information on other optional calling services, package availability and prices, contact the AT&T South Carolina Customer Service Center toll-free at 1-866-412-4977 or access our website at att.com.

More Information

You may find more information about AT&T services and your rights in the Customer Guides section of the AT&T telephone directory, which you will receive as a new AT&T South Carolina customer. AT&T South Carolina rates, terms and conditions for standalone Flat Rate service and some optional calling services will be governed by the Tariff on file with the Public Service Commission of South Carolina. An AT&T Customer Service Agreement which contains the terms and conditions for your combinations and packages will be sent to you at the time your services are transferred. You can view a copy of the Customer Service Agreement and all other information related to your combinations and packages on our website at att.com/serviceagreement. You will receive written notification of all changes to the rates, terms and conditions of your AT&T South Carolina services.

| Feature | Price | Feature | Price |
|--|--------|--|--------|
| Anonymous Call Rejection | \$5.95 | RingMaster® II Service | \$7.00 |
| Call Block | \$5.95 | Customer Control Call Forwarding Busy Line | \$3.50 |
| Call Forwarding Busy Line | \$1.50 | Customer Control Call Forwarding Don't Answer | \$4.00 |
| Call Forwarding Don't Answer | \$1.50 | Call Selector | \$5.95 |
| Preferred Call Forwarding | \$5.95 | Privacy Director® Service | \$7.95 |
| Remote Access to Call Forwarding | \$7.00 | Repeat Dialing | \$5.95 |
| Call Forwarding Don't Answer with Ring Control | \$1.50 | Speed Calling 8 | \$5.95 |
| Call Forwarding (CF) Variable | \$5.95 | Speed Calling 30 | \$5.95 |
| Call Return | \$6.95 | Three-Way Calling | \$6.00 |
| Call Tracing | \$5.95 | Inside Wire Maintenance | \$6.95 |
| Call Waiting | \$6.95 | Equipment Maintenance Plan (EMP) | \$4.75 |
| Call Waiting Deluxe | \$7.95 | EMP with Inside Wire Full Coverage | \$8.90 |
| Caller ID Basic | \$8.00 | Voice Mail Premium Package | \$4.95 |
| Caller ID Deluxe | \$9.00 | Voice Mail Companion Features | \$2.00 |
| RingMaster® I Service | \$5.00 | Privacy Director w/AT&T Complete Choice SM Plan | \$4.95 |

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and selected features and it will show you the new AT&T service plan. If you are unsure of your current service plan, please refer to your last bill.

Package List, Pricing, and Features

| Current Service Plan | New AT&T South Carolina Service Plans | Features and Components | Statewide Price |
|--|---|--|-----------------|
| AT&T One Rate® Local AT&T One Rate® MultiLine AT&T Call Plan Unlimited 2 Feature Package <ul style="list-style-type: none"> • Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe • Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return • Additional features | 2 Pack Plan | Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe and Voice Mail Companion features | \$25.00 |
| | PreferredPack® Plan | Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features | \$29.00 |
| | AT&T Complete Choice SM Plan | Access Line with unlimited local calling and over 20 features | \$33.00 |
| AT&T One Rate® State AT&T Call Plan Unlimited 3 Feature Package <ul style="list-style-type: none"> • Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return • Additional features | PreferredPack Plan | Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features | \$29.00 |
| | AT&T Complete Choice Plan | Access Line with unlimited local calling and over 20 features | \$33.00 |
| AT&T One Rate® MultiLine Unlimited AT&T One Rate® Advantage Plan or AT&T One Rate USASM AT&T Call Plan Deluxe AT&T Employee Plan | AT&T Complete Choice Plan | Access Line with unlimited local calling and over 20 features | \$33.00 |
| AT&T Call Plan Unlimited Plus <ul style="list-style-type: none"> • A la carte features Caller ID/Caller ID Deluxe and Call Waiting/Call Waiting Deluxe • A la carte features Caller ID/Caller ID Deluxe and/or Call Waiting/Call Waiting Deluxe and/or Privacy Director service and/or Three-way Calling and/or Call Return | 2 Pack Plan | Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, and Voice Mail Companion features | \$25.00 |
| | PreferredPack Plan | Access Line with unlimited local calling, Caller ID Deluxe, Call Waiting Deluxe, Privacy Director service, Three-way Calling, Call Return, and Voice Mail Companion features | \$29.00 |

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T South Carolina Customer Service Center toll-free at 1-866-412-4977.

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47 C.F.R. § 64.1120

C

Effective: March 15, 2005

Code of Federal Regulations Currentness

Title 47. Telecommunication

Chapter I. Federal Communications
Commission (Refs & Annos)

Subchapter B. Common Carrier Services

Part 64. Miscellaneous Rules Relating to
Common Carriers (Refs & Annos)

Subpart K. Changes in Preferred
Telecommunications Service Providers
(Refs & Annos)

**→ § 64.1120 Verification of orders
for telecommunications service.**

(a) No telecommunications carrier shall submit or execute a change on the behalf of a subscriber in the subscriber's selection of a provider of telecommunications service except in accordance with the procedures prescribed in this subpart. Nothing in this section shall preclude any State commission from enforcing these procedures with respect to intrastate services.

(1) No submitting carrier shall submit a change on the behalf of a subscriber in the subscriber's selection of a provider of telecommunications service prior to obtaining:

(i) Authorization from the subscriber, and

(ii) Verification of that authorization in accordance with the procedures prescribed in this section. The submitting carrier shall maintain and preserve records of verification of subscriber authorization for a minimum period of two years after obtaining such verification.

(2) An executing carrier shall not verify the submission of a change in a subscriber's selection of a provider of telecommunications service received from a submitting carrier. For an executing carrier, compliance with the procedures described in this part shall be defined as prompt execution, without any unreasonable delay, of changes that have been verified by a submitting carrier.

(3) Commercial mobile radio services (CMRS)

providers shall be excluded from the verification requirements of this part as long as they are not required to provide equal access to common carriers for the provision of telephone toll services, in accordance with 47 U.S.C. 332(c)(8).

(b) Where a telecommunications carrier is selling more than one type of telecommunications service (e.g., local exchange, intraLATA/intrastate toll, interLATA/interstate toll, and international toll) that carrier must obtain separate authorization from the subscriber for each service sold, although the authorizations may be made within the same solicitation. Each authorization must be verified separately from any other authorizations obtained in the same solicitation. Each authorization must be verified in accordance with the verification procedures prescribed in this part.

(c) No telecommunications carrier shall submit a preferred carrier change order unless and until the order has been confirmed in accordance with one of the following procedures:

(1) The telecommunications carrier has obtained the subscriber's written or electronically signed authorization in a form that meets the requirements of § 64.1130; or

(2) The telecommunications carrier has obtained the subscriber's electronic authorization to submit the preferred carrier change order. Such authorization must be placed from the telephone number(s) on which the preferred carrier is to be changed and must confirm the information in paragraph (a)(1) of this section. Telecommunications carriers electing to confirm sales electronically shall establish one or more toll-free telephone numbers exclusively for that purpose. Calls to the number(s) will connect a subscriber to a voice response unit, or similar mechanism, that records the required information regarding the preferred carrier change, including automatically recording the originating automatic number identification; or

(3) An appropriately qualified independent third party has obtained, in accordance with the procedures set forth in paragraphs (c)(3)(i) through (c)(3)(iv) of this section, the subscriber's oral authorization to submit the preferred carrier

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change order that confirms and includes appropriate verification data (e.g., the subscriber's date of birth or social security number). The independent third party must not be owned, managed, controlled, or directed by the carrier or the carrier's marketing agent; must not have any financial incentive to confirm preferred carrier change orders for the carrier or the carrier's marketing agent; and must operate in a location physically separate from the carrier or the carrier's marketing agent.

(i) Methods of third party verification. Automated third party verification systems and three-way conference calls may be used for verification purposes so long as the requirements of paragraphs (c)(3)(ii) through (c)(3)(iv) of this section are satisfied.

(ii) Carrier initiation of third party verification. A carrier or a carrier's sales representative initiating a three-way conference call or a call through an automated verification system must drop off the call once the three-way connection has been established.

(iii) Requirements for content and format of third party verification. All third party verification methods shall elicit, at a minimum, the identity of the subscriber; confirmation that the person on the call is authorized to make the carrier change; confirmation that the person on the call wants to make the carrier change; the names of the carriers affected by the change (not including the name of the displaced carrier); the telephone numbers to be switched; and the types of service involved. Third party verifiers may not market the carrier's services by providing additional information, including information regarding preferred carrier freeze procedures.

(iv) Other requirements for third party verification. All third party verifications shall be conducted in the same language that was used in the underlying sales transaction and shall be recorded in their entirety. In accordance with the procedures set forth in 64.1120(a)(1)(ii), submitting carriers shall maintain and preserve audio records of verification of subscriber authorization for a minimum period of two years after obtaining such verification. Automated systems must provide consumers with an option to speak with a live person at any time during the call.

(4) Any State-enacted verification procedures applicable to intrastate preferred carrier change orders only.

(d) Telecommunications carriers must provide subscribers the option of using one of the authorization and verification procedures specified in § 64.1120(c) in addition to an electronically signed authorization and verification procedure under 64.1120(c)(1).

(e) A telecommunications carrier may acquire, through a sale or transfer, either part or all of another telecommunications carrier's subscriber base without obtaining each subscriber's authorization and verification in accordance with § 64.1120(c), provided that the acquiring carrier complies with the following streamlined procedures. A telecommunications carrier may not use these streamlined procedures for any fraudulent purpose, including any attempt to avoid liability for violations under part 64, subpart K of the Commission rules.

(1) No later than 30 days before the planned transfer of the affected subscribers from the selling or transferring carrier to the acquiring carrier, the acquiring carrier shall file with the Commission's Office of the Secretary a letter notification in CC Docket No. 00-257 providing the names of the parties to the transaction, the types of telecommunications services to be provided to the affected subscribers, and the date of the transfer of the subscriber base to the acquiring carrier. In the letter notification, the acquiring carrier also shall certify compliance with the requirement to provide advance subscriber notice in accordance with § 64.1120(e)(3), with the obligations specified in that notice, and with other statutory and Commission requirements that apply to this streamlined process. In addition, the acquiring carrier shall attach a copy of the notice sent to the affected subscribers.

(2) If, subsequent to the filing of the letter notification with the Commission required by § 64.1120(e)(1), any material changes to the required information should develop, the acquiring carrier shall file written notification of these changes with the Commission no more than 10 days after the transfer date announced in the prior notification. The Commission reserves the right to require the acquiring carrier to send an additional notice to the affected subscribers regarding such material changes.

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(3) Not later than 30 days before the transfer of the affected subscribers from the selling or transferring carrier to the acquiring carrier, the acquiring carrier shall provide written notice to each affected subscriber of the information specified. The acquiring carrier is required to fulfill the obligations set forth in the advance subscriber notice. The advance subscriber notice shall be provided in a manner consistent with 47 U.S.C. 255 and the Commission's rules regarding accessibility to blind and visually-impaired consumers, 47 CFR 6.3, 6.5 of this chapter. The following information must be included in the advance subscriber notice:

(i) The date on which the acquiring carrier will become the subscriber's new provider of telecommunications service,

(ii) The rates, terms, and conditions of the service(s) to be provided by the acquiring carrier upon the subscriber's transfer to the acquiring carrier, and the means by which the acquiring carrier will notify the subscriber of any change(s) to these rates, terms, and conditions.

(iii) The acquiring carrier will be responsible for any carrier change charges associated with the transfer, except where the carrier is acquiring customers by default, other than through bankruptcy, and state law requires the exiting carrier to pay these costs;

(iv) The subscriber's right to select a different preferred carrier for the telecommunications service(s) at issue, if an alternative carrier is available,

(v) All subscribers receiving the notice, even those who have arranged preferred carrier freezes through their local service providers on the service(s) involved in the transfer, will be transferred to the acquiring carrier, unless they have selected a different carrier before the transfer date; existing preferred carrier freezes on the service(s) involved in the transfer will be lifted; and the subscribers must contact their local service providers to arrange a new freeze.

(vi) Whether the acquiring carrier will be responsible for handling any complaints filed, or otherwise raised, prior to or during the transfer against the selling or transferring carrier, and

(vii) The toll-free customer service telephone number of the acquiring carrier.

[65 FR 47691, Aug. 3, 2000; 66 FR 12892, March 1, 2001; 66 FR 28124, May 22, 2001; 66 FR 33208, June 21, 2001; 68 FR 19159, April 18, 2003; 68 FR 41942, July 16, 2003; 68 FR 43010, July 21, 2003; 70 FR 12611, March 15, 2005]

SOURCE: 56 FR 18523, April 23, 1991; 56 FR 25372, June 4, 1991; 56 FR 36731, Aug. 1, 1991; 57 FR 4740, Feb. 7, 1992; 57 FR 21040, May 18, 1992; 57 FR 48335, Oct. 23, 1992; 57 FR 54331, Nov. 18, 1992; 58 FR 44773, Aug. 25, 1993; 61 FR 24903, May 17, 1996; 61 FR 50246, Sept. 25, 1996; 61 FR 52323, Oct. 7, 1996; 61 FR 59366, Nov. 22, 1996; 62 FR 39779, July 24, 1997; 62 FR 45588, Aug. 28, 1997; 62 FR 47237, Sept. 8, 1997; 62 FR 64758, Dec. 9, 1997; 63 FR 20338, April 24, 1998; 63 FR 43041, Aug. 11, 1998; 64 FR 51469, Sept. 23, 1999; 64 FR 51718, Sept. 24, 1999; 65 FR 38435, June 21, 2000; 65 FR 48396, Aug. 8, 2000; 65 FR 54804, Sept. 11, 2000; 67 FR 9616, March 4, 2002; 67 FR 22007, May 2, 2002; 68 FR 6355, Feb. 7, 2003; 68 FR 19159, April 18, 2003; 69 FR 62816, Oct. 28, 2004, unless otherwise noted.

AUTHORITY: 47 U.S.C. 154, 254(k); secs. 403(b)(2)(B),(c), Pub.L. 104-104, 110 Stat. 56. Interpret or apply 47 U.S.C. 201, 218, 222, 225, 226, 228, and 254 (k) unless otherwise noted.

47 C. F. R. § 64.1120, **47 CFR § 64.1120**

Current through May 3, 2007; 72 FR 25177

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END OF DOCUMENT



Davida Grant
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March 27, 2007

Marlene Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Notification of Subscriber Transfer
CC Docket No. 00-257

Dear Madam Secretary:

AT&T Inc. ("AT&T"), on behalf of its affiliates, files this letter pursuant to Section 64.1120e of the Commission's Rules. This letter provides notification of the transfer of the following customers: (1) certain local exchange subscribers of AT&T Communications of Wisconsin, LP to AT&T Wisconsin, (2) certain local exchange subscribers of AT&T Communications of Michigan, Inc. to AT&T Michigan, and (3) certain local exchange subscribers of AT&T Communications of Ohio, Inc. to AT&T Ohio.

AT&T Michigan, AT&T Ohio and AT&T Wisconsin have provided the affected customers advance notice of the transfer. If no alternative provider is selected, Michigan affected customers will become local exchange customers of AT&T Michigan, and Wisconsin affected customers will become local exchange customers of AT&T Indiana, beginning April 30, 2007. Ohio affected customers will become local exchange customers of AT&T Ohio beginning May 28, 2007.

AT&T certifies that it has complied with the advance notice obligations set forth in Section 64.1120e of the Commission's rules, the obligations specified in the customer notice and any other applicatory statutory and Commission requirements. Sample notification letters are attached hereto.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

/s/ Davida Grant



AT&T
P.O. Box 430
Bedminster, NJ 07921-0430
1-866-746-4717

March 26, 2007

Mr./Mrs./Ms. Customer
1234 Address
Anywhere USA 00000

Dear Customer Name,

We want to update you on some important and positive changes underway at the new AT&T that may require you to take some action. As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is today the new AT&T. As a result of this merger, local services for residential customers will be provided by AT&T Michigan, one of the AT&T family of companies. In an effort to pass the full benefits of this union on to our customers, we are integrating the best of our combined services to provide you with the best service and technology available.

Beginning April 30, 2007, your **local residential telephone service provider**, a pre-merger AT&T operating company, will stop offering local residential telephone service in Michigan. You will need to make a choice as to your new service. This transition means you have three options to consider:

- **Call AT&T Michigan to select your new plan** – Take this opportunity to contact an AT&T Michigan customer care representative who stands ready to answer your questions, assess your current calling plan, and recommend a new plan based on your communications and entertainment needs. Let us tell you how our customized bundles may save you money and simplify your life. Simply call toll free 1-866-746-4717 and reference program code BB by April 22, 2007. There are no costs associated with transferring your local service to AT&T Michigan.

For your convenience, we have enclosed a list of current AT&T services, applicable rates, terms and conditions. You may be eligible for some customized bundled packages that can include your voice and entertainment needs as well as wireless phone service, AT&T Yahoo! High Speed Internet and DISH Network. Best of all, by bundling your services, you may qualify for even greater savings. We also invite you to visit our website, att.com, to view available products and services in your area before calling AT&T Michigan for your free, personal consultation.

- **You always have the right to select another local telephone service provider** – You are a valued customer and we sincerely hope you will continue to remain with the AT&T family, but you do have the option of selecting another local telephone service provider. If you select another provider, that carrier will be able to provide you with a list of their services and charges. They can also tell you if there are any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. If you do want to select another service provider, you should make that selection before April 22, 2007, to avoid automatic transfer of your account to AT&T Michigan.
- **If you do not choose a new provider, your local service will be automatically transferred to AT&T Michigan** – You can decide to take no action, in which case we will transfer your local service automatically to AT&T Michigan during a transition period from April 30 through May 15, 2007. We will transfer you to an AT&T Michigan service plan that is most comparable to your current telephone service plan (as shown in the attached list). In most cases, upon transfer, your monthly recurring charges will automatically be equal to or less than what you pay now. In cases where your monthly telephone service charges would be higher, you will receive a special transition discount so that you do not see an increase over what you pay now. This special discount will end on or after December 31, 2007. The AT&T Michigan service plan may also include features or services not included in your current plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Michigan.

Important Information:

- **Long Distance Service**
If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan. Not doing so may result in a change in the rates applied to your long distance calls.

- **Billing, Payments and Refunds**

Once your service has been transitioned to **AT&T Michigan or another carrier**, you will receive a final bill from your previous local provider, AT&T Communications of Michigan, Inc. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.

If you currently have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within four to six weeks after receipt of your final bill.

Additional information if you are automatically transferred to, or choose AT&T Michigan:

- **AT&T long distance customers**

As an AT&T Michigan local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Michigan. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Michigan as your local provider. We appreciate your business and look forward to continuing to serve you.

- **Frozen or blocked accounts**

You will be transferred automatically to AT&T Michigan unless an alternate local provider selection is made. Contact AT&T Michigan toll free at 1-866-746-4717 if you would like to re-establish a freeze/block for your account after the transition period.

- **Reprogramming of calling features**

Once the transition to AT&T Michigan has been established, you will need to reprogram your Call Forwarding, Speed Dial and other features.

- **Update banking/bill payment information**

If you currently make payments via your bank, on-line bill pay, or credit card, please update your records to reflect your new AT&T Michigan account information. This will ensure proper payment. Your new billing account information will be your **10 digit billing telephone number plus a three digit customer code** that will appear on your new AT&T Michigan bill.

If you had signed up for automatic payments with the pre-merger AT&T company, you will need to re-apply for automatic bill payment through AT&T Michigan once your service is transferred.

- **Questions about new service**

If you have any questions regarding your new service(s), contact AT&T Michigan toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm, Monday-Friday; 7:00 – 5:30pm Saturday).

If you have other services not provided by AT&T Communications of Michigan, Inc. that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

If at any time you have questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new suite of products and services, we invite you to contact AT&T Michigan toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm Monday-Friday; 7:00 – 5:30pm Saturday). If you have questions regarding your final bill or your existing service please contact the AT&T Customer Care Center at 1-800-288-2747. We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of Michigan, Inc.

Customer Service
AT&T Michigan

Enclosure

AT&T Michigan

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of Michigan vary depending on the area in which you live. All rates and charges are subject to change.

Basic Line Services

AT&T Michigan offers *Message* and *Flat Rate* line service. Rates do not include taxes; surcharges, municipal fees or FCC approved line charge. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to the most comparable service from the basic line services described below.

Message Rate Service best serves customers who make very few outgoing local calls. A local call (message) is defined by tariff as a communication between "two access lines in the same local calling area". Message Rate Service includes 50 outgoing local calls per month and the price ranges from \$10.85 to \$11.30. Additional calls over 50 cost \$0.066 per call. Another option for Message Rate Service is Call Plan 100 which includes 100 outgoing local calls per month and the price ranges from \$12.35 to \$12.80. Additional calls over 100 cost \$0.066 per call.

Flat Rate Service provides you with unlimited local calling. For residential customers, the monthly rate ranges from \$14.97 to \$16.97 for AT&T Michigan touch-tone one-party flat rate service.

Lifeline Service is also available to qualified customers, who can qualify based on participation in one of several federal programs or if household income is at or below 150% of the federal poverty level. Benefits include a monthly discount of over \$10.00 on basic local service. An additional \$2.35 lifeline discount is available to seniors aged 65 and over.

Optional Services

In addition to the basic line service, AT&T Michigan offers optional calling services. These services are also available in packages for cost savings. The rates for some of these packages and optional services are enclosed with this letter. Or you can contact the AT&T Michigan customer service center toll free at 1-866-746-4717 or access att.com for package availability and prices.

More information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Michigan customer. AT&T Michigan rates, terms and conditions will apply as of the date your services are transferred. You will be notified by mail of any changes.

Package List, Pricing, and Features

| Current Service Plan | Post Transfer Service Plan | Components & Features | Statewide Price |
|--|--|---|----------------------|
| Call Plan 50-3 Feature Plus Call Plan 50-3 Feature Enhanced Call Plan Unlimited 2 Features Enhanced Call Plan Unlimited Two Pack- 60 Toll Call Plan Unlimited 3 Features Enhanced Call Plan Unlimited 3 Features Plus Expanded Unlimited Plan Enhanced 3 AT&T One Rate® State Plan AT&T One Rate ® Local Plan AT&T One Rate ® USA II Plan | uSelect(sm) Standard with Access Line Or uSelect(sm)3 with Access Line | Access Line with unlimited local calling and uSelect(sm)Standard: 4 features, (excluding Caller ID) Access Line with unlimited local calling and uSelect(sm) 3: Caller ID with Name, 2 features | \$24.00 |
| AT&T One Rate ® Multi-Line Plan | 2-Line uSelect(sm) 3 with 2 Access Lines | Access Line, additional line with unlimited local calling and 2-Line uSelect(sm)3: Caller ID with Name, 2 features | \$33.95 - \$36.19 |
| Call Plan Unlimited 7 Features Deluxe AT&T One Rate ® Advantage Plan AT&T One Rate ® Multi-Line Unlimited Plan AT&T One Rate ® USA Plan | Select Feature Package | Access Line with unlimited local calling plus our 10 most popular features including Call Waiting, Call Waiting ID, Three-Way Calling, Call Forwarding, Speed Calling 8, Call Screening, Repeat Dialing, Automatic Callback, Privacy Manager® and Caller ID with Name | \$28.00 |

| Feature | Price |
|--------------------------------|---------|
| Automatic Callback *69 | \$ 5.99 |
| Automatic Callback Pay-Per-Use | \$ 1.99 |
| Call Forwarding 72# | \$ 5.99 |
| Call Screening *60 / *80 | \$ 5.99 |
| Caller ID | \$ 7.86 |
| Call Waiting | \$ 6.00 |
| Talking Call Waiting | \$ 5.00 |
| Caller ID Name & Number | \$ 9.95 |
| Unified Messaging (Voice Mail) | \$12.95 |
| LINE-BACKER® | \$ 6.99 |
| Multi-Ring 2nd Number | \$ 2.00 |

| Feature | Price |
|-------------------------------|---------|
| Multi-Ring 1st Number | \$ 4.99 |
| Outgoing Call Control | \$ 7.95 |
| PHONE PROTECT® | \$ 6.00 |
| Privacy Manager® | \$ 6.99 |
| Repeat Dialing *66 | \$ 5.99 |
| Repeat Dialing Pay-Per-Use | \$ 1.49 |
| Speed Calling 8 | \$ 5.99 |
| Speed Calling 30 | \$ 5.99 |
| Three-Way Calling | \$ 5.99 |
| Three-Way Calling Pay-Per-Use | \$ 1.99 |
| Distinctive Ringing | \$ 6.00 |



AT&T
P.O. Box 430
Bedminster, NJ 07921-0430

March 26, 2007

Mr./Mrs./Ms. Customer
1234 Address
Anywhere USA 00000

Dear Customer Name,

We want to update you on some important and positive changes underway at the new AT&T that may require you to take some action. As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is today the new AT&T. As a result of this merger, local services for residential customers will be provided by AT&T Ohio, one of the AT&T family of companies. In an effort to pass the full benefits of this union on to our customers, we are integrating the best of our combined services to provide you with the best service and technology available.

Beginning May 28, 2007 and completing by August 31, 2007, your **local residential telephone service provider**, a pre-merger AT&T operating company, will stop offering local residential telephone service in Ohio. This transition means you have three options to consider:

- **Call AT&T Ohio to select your new plan** – Take this opportunity to contact an AT&T Ohio customer care representative who stands ready to answer your questions, assess your current calling plan, and recommend a new plan based on your communications and entertainment needs. Let us tell you how our customized bundles may save you money and simplify your life. Simply call toll free at 1-866-746-4717 and reference program code BB by May 20, 2007. There are no costs associated with transferring your local service to AT&T Ohio.

For your convenience, we have enclosed a list of current AT&T services, applicable rates, terms and conditions. You may be eligible for some customized bundled packages that can include your voice and entertainment needs as well as wireless phone service, AT&T Yahoo! High Speed Internet and DISH Network. Best of all, by bundling your services, you may qualify for even greater savings. We also invite you to visit our website, att.com, to view available products and services in your area before calling AT&T Ohio for your free, personal consultation.

- **You always have the right to select another local telephone service provider** – You are a valued customer and we sincerely hope you will continue to remain with the AT&T family, but you do have the option of selecting another local telephone service provider. If you select another provider, that carrier will be able to provide you with a list of their services and charges. They can also tell you if there are any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. If you do want to select another service provider, you should make that selection before May 20, 2007, to avoid automatic transfer of your account to AT&T Ohio.
- **If you do not choose a new provider, your local service will be automatically transferred to AT&T Ohio** – You can decide to take no action, in which case we will transfer your local service automatically to AT&T Ohio during a transition period from May 28 through June 12, 2007. We will transfer you to an AT&T Ohio service plan that is most comparable to your current telephone service plan (as shown in the attached list). In most cases, upon transfer, your monthly recurring charges will automatically be equal to or less than what you pay now. In cases where your monthly telephone service charges would be higher, you will receive a special transition discount so that you do not see an increase over what you pay now. This special discount will end on or after December 31, 2007. The AT&T Ohio service plan may also include features or services not included in your current plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Ohio.

Important Information:

- **Long Distance Service**
If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan. Not doing so may result in a change in the rates applied to your long distance calls.

March 26, 2007

- **Billing, Payments and Refunds**

Once your service has been transitioned to **AT&T Ohio or another carrier**, you will receive a final bill from your previous local provider, AT&T Communications of Ohio, Inc. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.

If you currently have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within four to six weeks after receipt of your final bill.

Additional information if you are automatically transferred to, or choose AT&T Ohio for your local service:

- **AT&T long distance customers**

Your long distance service will continue to be provided by AT&T Long Distance. To most closely match your current long distance service plan, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Ohio. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Ohio as your local provider. We appreciate your business and look forward to continuing to serve you.

- **Frozen or blocked accounts**

You will be transferred automatically to AT&T Ohio unless an alternate local provider selection is made. Contact AT&T Ohio toll free at 1-866-746-4717 if you would like to re-establish a freeze/block for your account after the transition period.

- **Reprogramming of calling features**

You will need to reprogram your Call Forwarding, Speed Dialing and other features. Once the transition to AT&T Ohio is complete, you will receive a letter confirming your new service which will include instructions on how to program features.

- **Update banking/bill payment information**

If you currently make payments via your bank, on-line bill pay, or credit card, you will need to update your records to reflect your new AT&T Ohio account information. This will ensure proper payment. Your new billing account information will be your **10 digit billing telephone number plus a three digit customer code** that will appear on your new AT&T Ohio bill. Once the transition to AT&T Ohio is complete, you will receive a letter confirming your new service which will include your new account number as well as instructions on how to obtain information on establishing an AT&T automatic payment arrangement for your new service.

If you had signed up for automatic payments with the pre-merger AT&T company, you will need to re-apply for automatic bill payment through AT&T Ohio once your service is transferred.

- **Questions about new service**

If you have any questions regarding your new service(s), contact AT&T Ohio toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm, Monday-Friday; 7:00 – 5:30pm Saturday).

If you have other services not provided by AT&T Communications of Ohio, Inc. that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

If at any time you have questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new suite of products and services, we invite you to contact AT&T Ohio toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm Monday-Friday; 7:00 – 5:30pm Saturday). If you have questions regarding your final bill or your existing service please contact the AT&T Customer Care Center at 1-800-288-2747. For general utility information, you may call the Public Utilities Commission of Ohio at 1-800-686-7826 or for TDD/TTY at 1-800-686-1570. We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of Ohio, Inc.

Customer Service
AT&T Ohio

Enclosure

AT&T Ohio

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

All rates and charges are subject to change.

Basic Line Services

AT&T Ohio offers *Message*, *Measured* and *Flat Rate* line service. Rates do not include taxes; surcharges, municipal fees, Local Calling Plus charges or FCC approved line charge. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to the most comparable service from the basic line services described below.

Message rate service has a low monthly rate. This service best serves customers who make very few outgoing local calls. A local call is defined by tariff as "a communication between telephone stations located within the area defined as the local service area of the station from which the message originates". Only completed calls to the called local number count against the 30-call monthly allowance. Message Rate Service is \$8.91 per month, and additional local calls over 30 are \$0.08 per call.

Measured service combines a low monthly rate with local usage charges. This service best serves customers who make calls that are both short and limited in number each month. Measured Service is \$6.70 per month. Outgoing local usage is charged based on distance, time of day, day of week, and length of call.

Flat Rate service provides you with unlimited local calling. For residential customers the monthly rate is \$14.25 for AT&T Ohio touch-tone one-party flat rate service.

Lifeline Telephone Service is also available and provides monthly assistance for low income residential households. It is only available with flat rate service and costs \$7.25 per month.

Optional Services

In addition to the basic line service, AT&T Ohio offers optional calling services. These services are also available in packages for cost savings. The rates for some of these packages and optional services are enclosed with this letter. Or you can contact the AT&T Ohio customer service center toll free at 1-866-746-4717 or access ATT.com for package availability and prices.

More information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Ohio customer. AT&T Ohio rates, terms and conditions will apply as of the date your services are transferred. You will be notified by mail of any changes.

AT&T Ohio

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and it will show you the new AT&T service plan.

Package List, Pricing, and Features

| Current Service Plan | Post Transfer Service Plan | Components & Features | Statewide Price |
|---|---|--|-----------------|
| Call Plan Unlimited 2 Features Enhanced Call Plan Unlimited 3 Features Enhanced Call Plan Unlimited 3 Features Plus AT&T One Rate® Local Plan AT&T One Rate® State Plan AT&T One Rate® USA II Plan | uSelect(sm) Standard with Access line Or uSelect(sm) 3 with Access line | Access Line with unlimited local calling and uSelect (sm) Standard: 4 features (excluding Caller ID) Access Line with unlimited local calling and uSelect(sm) 3: Caller ID with Name, 2 features | \$23.00 |
| AT&T One Rate® Multi-Line Plan | 2-Line uSelect(sm) 3 with 2 Access Lines | Access Line, additional line with unlimited local calling and 2-Line uSelect(sm)3: Caller ID with Name, 2 features | \$35.25 |
| Call Plan Deluxe Expanded Call Plan Deluxe(sm) AT&T One Rate® Advantage Plan AT&T One Rate® Multi-Line Unlimited Plan AT&T One Rate® USA Plan | Select Feature Package | Access Line with unlimited local calling plus our 10 most popular features including Call Waiting, Call Waiting ID, Three-Way Calling, Call Forwarding, Speed Calling 8, Call Screening, Repeat Dialing, Automatic Callback, Privacy Manager®, and Caller ID with Name | \$28.00 |

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T Ohio Customer Service Center toll free at 1-866-746-4717. For a-la-carte or additional features, see tables below.

| Feature | Price |
|--------------------------------|---------|
| Automatic Callback *69 | \$ 5.99 |
| Automatic Callback Pay-Per-Use | \$ 1.99 |
| Call Forwarding 72# | \$ 5.99 |
| Call Screening *60 / *80 | \$ 5.99 |
| Caller ID | \$ 6.00 |
| Call Waiting | \$ 5.44 |
| Caller ID Name & Number | \$ 9.95 |
| Unified Messaging (Voice Mail) | \$12.95 |
| LINE-BACKER ® | \$ 6.99 |
| Multi-Ring 2nd Number | \$ 2.00 |
| Talking Call Waiting | \$ 5.00 |

| Feature | Price |
|-------------------------------|---------|
| Multi-Ring 1st Number | \$ 4.99 |
| Outgoing Call Control | \$ 7.95 |
| PHONE-PROTECT® | \$ 6.00 |
| Privacy Manager® | \$ 6.99 |
| Repeat Dialing *66 | \$ 5.99 |
| Repeat Dialing Pay-Per-Use | \$ 0.75 |
| Speed Calling 8 | \$ 6.00 |
| Speed Calling 30 | \$ 6.00 |
| Three-Way Calling | \$ 5.99 |
| Three-Way Calling Pay-Per-Use | \$ 1.99 |
| Distinctive Ringing | \$ 6.00 |



AT&T
P.O. Box 430
Bedminster, NJ 07921-0430

March 26, 2007

Mr./Mrs./Ms. Customer
1234 Address
Anywhere USA 00000

Dear Customer Name,

We want to update you on some important and positive changes underway at the new AT&T that may require you to take some action. As you may know, in November 2005, AT&T Corp. and SBC Communications Inc. joined together to form what is today the new AT&T. As a result of this merger, local services for residential customers will be provided by AT&T Wisconsin, one of the AT&T family of companies. In an effort to pass the full benefits of this union on to our customers, we are integrating the best of our combined services to provide you with the best service and technology available.

Beginning April 30, 2007, your **local residential telephone service provider, a pre-merger AT&T operating company**, will stop offering local residential telephone service in Wisconsin. You will need to make a choice as to your new service. This transition means you have three options to consider:

- **Call AT&T Wisconsin to select your new plan** – Take this opportunity to contact an AT&T Wisconsin customer care representative who stands ready to answer your questions, assess your current calling plan, and recommend a new plan based on your communications and entertainment needs. Let us tell you how our customized bundles may save you money and simplify your life. Simply call toll free 1-866-746-4717 and reference program code BB by April 22, 2007. There are no costs associated with transferring your local service to AT&T Wisconsin.

For your convenience, we have enclosed a list of current AT&T services, applicable rates, terms and conditions. You may be eligible for some customized bundled packages that can include your voice and entertainment needs as well as wireless phone service, AT&T Yahoo! High Speed Internet and DISH Network. Best of all, by bundling your services, you may qualify for even greater savings. We also invite you to visit our website, att.com, to view available products and services in your area before calling AT&T Wisconsin for your free, personal consultation.

- **You always have the right to select another local telephone service provider** – You are a valued customer and we sincerely hope you will continue to remain with the AT&T family, but you do have the option of selecting another local telephone service provider. If you select another provider, that carrier will be able to provide you with a list of their services and charges. They can also tell you if there are any charges associated with moving to their service. A listing of available local service providers may be found in your AT&T White Pages Directory. If you do want to select another service provider, you should make that selection before April 22, 2007, to avoid automatic transfer of your account to AT&T Wisconsin.
- **If you do not choose a new provider, your local service will be automatically transferred to AT&T Wisconsin** – You can decide to take no action, in which case we will transfer your local service automatically to AT&T Wisconsin during a transition period from April 30 through May 15, 2007. We will transfer you to an AT&T Wisconsin service plan that is most comparable to your current telephone service plan (as shown in the attached list). In most cases, upon transfer, your monthly recurring charges will automatically be equal to or less than what you pay now. In cases where your monthly telephone service charges would be higher, you will receive a special transition discount so that you do not see an increase over what you pay now. This special discount will end on or after December 31, 2007. The AT&T Wisconsin service plan may also include features or services not included in your current plan. Once you receive your bill, if you have any questions about what's included in your service plan, just contact us at the number provided on the bill. There are no costs associated with this transfer to AT&T Wisconsin.

Important Information:

- **Long Distance Service**
If you select a new local service provider, you should contact your current long distance provider to ensure there is no change to your long distance calling plan. Not doing so may result in a change in the rates applied to your long distance calls.

- **Billing, Payments and Refunds**

Once your service has been transitioned to **AT&T Wisconsin or another carrier**, you will receive a final bill from your previous local provider, AT&T Communications of Wisconsin I, L.P. Please return your final payment via the remittance document provided in your bill. Failure to pay your telephone bill may result in your account being referred to a collection agency.

If you currently have a deposit for your local or long distance service, you will receive a refund of the deposit, including applicable interest, minus any amount due on your account when service is transferred. If a refund is due to you, you should receive it within four to six weeks after receipt of your final bill.

Additional information if you are automatically transferred to, or choose AT&T Wisconsin:

- **AT&T long distance customers**

As an AT&T Wisconsin local customer who retains AT&T long distance, you will automatically be enrolled in the AT&T Unlimited Plus Plan, which has a \$32.99 monthly recurring charge and provides unlimited domestic long distance calling, 24 hours per day 7 days a week, along with the AT&T Unlimited Canada Plan, which has a \$5.99 monthly recurring charge and discounted rates to other international countries. Importantly, you also will **receive a \$7.00 monthly credit** on your bill once your service has been established with AT&T Wisconsin. You will continue to receive the \$7.00 monthly credit as long as you are enrolled in the AT&T Unlimited Plus calling plan and have AT&T Wisconsin as your local provider. We appreciate your business and look forward to continuing to serve you.

- **Frozen or blocked accounts**

You will be transferred automatically to AT&T Wisconsin unless an alternate local provider selection is made. Contact AT&T Wisconsin toll free at 1-866-746-4717 if you would like to re-establish a freeze/block for your account after the transition period.

- **Reprogramming of calling features**

Once the transition to AT&T Wisconsin has been established, you will need to reprogram your Call Forwarding, Speed Dialing and other features.

- **Update banking/bill payment information**

If you currently make payments via your bank, on-line bill pay, or credit card, please update your records to reflect your new AT&T Wisconsin account information. This will ensure proper payment. Your new billing account information will be your **10 digit billing telephone number plus a three digit customer code** that will appear on your new AT&T Wisconsin bill.

If you had signed up for automatic payments with the pre-merger AT&T company, you will need to re-apply for automatic bill payment through AT&T Wisconsin once your service is transferred.

- **Questions about new service**

If you have any questions regarding your new service(s), contact AT&T Wisconsin toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm, Monday-Friday; 7:00 – 5:30pm Saturday).

If you have other services not provided by AT&T Communications of Wisconsin I, L.P. that use your local telephone line, for example an alarm service, you should contact the provider(s) of those services to inform them of the change to your local telephone service provider and determine if any actions are necessary.

If at any time you have questions regarding this transition or any other outstanding complaints, or you want to know how you can take advantage of AT&T's new suite of products and services, we invite you to contact AT&T Wisconsin toll free at 1-866-746-4717 and reference program code BB (7:00am – 8:00pm Monday-Friday; 7:00 – 5:30pm Saturday). If you have questions regarding your final bill or your existing service please contact the AT&T Customer Care Center at 1-800-288-2747. We hope you will continue to be a part of our new AT&T family, and we look forward to serving you well into the future.

Sincerely,

Customer Care
AT&T Communications of Wisconsin I, L.P.

Customer Service
AT&T Wisconsin

Enclosure

AT&T Wisconsin

RATES, TERMS AND CONDITIONS OF LOCAL SERVICE

Rate Conditions

Monthly rates for telephone line charges in the state of Wisconsin vary depending on the area in which you live. All rates and charges are subject to change.

Basic Line Services

AT&T Wisconsin offers *Message Rate* service. Rates do not include taxes; surcharges, municipal fees or FCC approved line charge. Customers who do not currently subscribe to packages, listed on the chart on the back of this page, will be transferred to the most comparable service from the basic line services described below.

Message Rate service has a low monthly rate. This service best serves customers who make very few outgoing local calls. A local message is defined by tariff as a completed call between the originating party and any other location within the defined local exchange area of the originating location. Message Rate Service ranges from \$8.58 to \$12.50 per month depending on your service area. Message charges on a line vary from \$.02 to \$.04 per message, depending on the number of messages, or \$17.40 for an unlimited number of messages.

Lifeline Telephone Service is also available and provides monthly assistance for low income residential households, rates vary by area, and message rate service costs range from \$4.89 to \$7.28 per month depending on your service area.

Optional Services

In addition to the basic line service, AT&T Wisconsin offers optional calling services. These services are also available in packages for cost savings. The rates for some of these packages and optional services are enclosed with this letter. Or you can contact the AT&T Wisconsin customer service center toll free at 1-866-746-4717 or access att.com for package availability and prices.

More information

You may find more information about AT&T services and your rights as a customer in the AT&T White Pages, which you will receive as a new AT&T Wisconsin customer. AT&T Wisconsin rates, terms and conditions will apply as of the date your services are transferred. You will be notified by mail of any changes.

AT&T Wisconsin

For your convenience, below is a chart that identifies the most common plans provided by your current carrier and the new AT&T local service plan to which you will be automatically transferred, if you make no selection. Just find your current service plan and it will show you the new AT&T service plan. If you are unsure of your current service plan, please refer to your last bill.

Package List, Pricing, and Features

| Current Service Plan | Post Transfer Service Plan | Components & Features | Statewide Price |
|--|--|--|-----------------|
| Call Plan Unlimited 2 Features Enhanced Call Plan Unlimited 3 Features Enhanced Call Plan Unlimited Plus AT&T One Rate® Local Plan AT&T One Rate® State Plan AT&T One Rate® USA II Plan | uSelect(sm) Standard Or uSelect(sm) 3 | Access Line with unlimited local calling, 4 features (excluding Caller ID) Access Line with unlimited local calling, Caller ID with Name, 2 features | \$24.00 |
| AT&T One Rate® Multi-Line Plan | 2-Line uSelect(sm) 3 | Access Line and Additional Line with unlimited local calling, Caller ID with Name, 2 features | \$31.00 |
| Call Plan Deluxe Call Plan Unlimited AT&T One Rate® Advantage Plan AT&T One Rate® Multi-Line Unlimited Plan AT&T One Rate® USA Plan | Select Feature Package | Access Line with unlimited local calling plus our 9 most popular features including Call Waiting, Three-Way Calling, Call Forwarding, Speed Calling 8, Call Screening, Repeat Dialing, Automatic Callback, Privacy Manager®, and Caller ID with Name | \$28.00 |

If your plan or service is not listed above, please call us for information on other available packages and features at our AT&T Wisconsin Customer Service Center toll free at 1-866-746-4717. For a-la-carte or additional features, see tables below.

| Feature | Price |
|--------------------------------|---------|
| Automatic Callback *69 | \$ 5.99 |
| Automatic Callback Pay-Per-Use | \$ 1.99 |
| Call Forwarding 72# | \$ 5.99 |
| Call Screening *60 / *80 | \$ 5.99 |
| Caller ID | \$ 7.45 |
| Call Waiting | \$ 6.00 |
| Caller ID Name & Number | \$ 9.95 |
| Unified Messaging (Voice Mail) | \$12.95 |
| LINE-BACKER® | \$ 6.99 |
| Multi-Ring 2nd Number | \$ 5.00 |
| Distinctive Ringing | \$ 6.00 |

| Feature | Price |
|-------------------------------|---------|
| Multi-Ring 1st Number | \$ 4.99 |
| Outgoing Call Control | \$ 7.95 |
| PHONE PROTECT® | \$ 6.00 |
| Privacy Manager® | \$ 6.99 |
| Repeat Dialing *66 | \$ 5.99 |
| Repeat Dialing Pay-Per-Use | \$ 1.49 |
| Speed Calling 8 | \$ 5.99 |
| Speed Calling 30 | \$ 5.99 |
| Three-Way Calling | \$ 5.99 |
| Three-Way Calling Pay-Per-Use | \$ 1.99 |
| Talking Call Waiting | \$ 5.00 |

**Federal Communications Commission**

**The FCC Acknowledges Receipt of Comments From ...
AT&T Inc.
...and Thank You for Your Comments**

Your Confirmation Number is: '2007327822447 '**Date Received: Mar 27 2007****Docket: 00-257****Number of Files Transmitted: 7****DISCLOSURE**

This confirmation verifies that ECFS has received and accepted your filing. However, your filing will be rejected by ECFS if it contains macros, passwords, redlining, read-only formatting, a virus or automated links to source documents that is not included with your filing.

Filers are encouraged to retrieve and view their filing within 24 hours of receipt of this confirmation. For any problems contact the Help Desk at 202-418-0193.

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updated 12/11/03

CERTIFICATE OF SERVICE

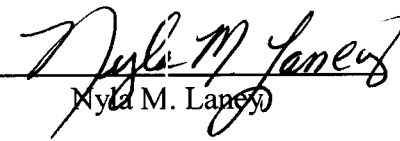
The undersigned, Nyla M. Laney, hereby certifies that she is employed by the Legal Department for AT&T South Carolina (“AT&T”) and that she has caused a Joint Application of BellSouth Telecommunications, Inc. d/b/a AT&T South Carolina and AT&T Communications of the Southern States, LLC for Approval Pursuant to Sections 58-9-300 and 58-9-310; Waiver of Slamming and Cramming Requirements; and Approval to Remove Local Carrier Freezes of Migrated Customers to be served upon the following on May 24, 2007.

Florence P. Belser, Esquire
General Counsel
Post Office Box 11263
Columbia, South Carolina 29211
(Office of Regulatory Staff)
(U. S. Mail and Electronic Mail)

Jocelyn G. Boyd, Esquire
Staff Attorney
S. C. Public Service Commission
Post Office Box 11649
Columbia, South Carolina 29211
(PSC Staff)
(U. S. Mail and Electronic Mail)

F. David Butler, Esquire
Senior Counsel
S. C. Public Service Commission
Post Office Box 11649
Columbia, South Carolina 29211
(PSC Staff)
(U. S. Mail and Electronic Mail)

Joseph Melchers
Chief Counsel
S.C. Public Service Commission
Post Office Box 11649
Columbia, South Carolina 29211
(PSC Staff)
(U.S. Mail and Electronic Mail)



Nyla M. Laney

DM5 # 677847